



Professional Association ATTORNEYS AT LAW 835 HANOVER STREET, SUITE 301 MANCHESTER, NEW HAMPSHIRE 03104

FACSIMILE TRANSMISSION

DATE:	November 6, 2001	TIME:	3:24 PM
TO:	United States Patent and Trademark Office Examiner William J. Dean, Jr. Group Art Unit: 2642	PHONE: FAX:	703-306-5838 703-872-9314
FROM	Bourque Law Offices Manchester, New Hampshire	PHONE: FAX:	603-623-511 ² 603-624-143 ²
RE: Our Re	Priority Based Call Handling eference: DAVOX-159XX		
Numbe	er of pages including cover sheet: 20		
Origin	al of this document to be mailed as well:	S _X_ NO	-

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2/6/ PATENT#8 11-7-02 8/m

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application

Gene W. Lee

Serial No.

09/203,965

Filed

December 2, 1998

For

SYSTEM AND METHOD FOR MANAGING A HOLD

QUEUE BASED ON CUSTOMER INFORMATION

RETRIEVED FROM A CUSTOMER DATABASE

Attorney's Docket

DAVOX-159XX

Examiner

Lawan Fletcher

Group Art Unit

2761

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, Washington, D.C. 20231 on \O - 2-0+.

Daniel J. Bourque,

RECFIVED

Daniel J. Bourque, Esquire Registration No. 35,457

OCT 1 8 2002

Attorney for Applicant(s)

Technology Center 2600

PETITION TO WITHDRAW HOLDING OF ABANDONMENT

BASED ON FAILURE OF PATENT & TRADEMARK OFFICE TO RECEIVE RESPONSE

Commissioner for Patents Washington, D.C. 20231

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Sir:

GROUP 3600

Applicant recently received a notice mailed August 26, 2002 stating that the above-identified application was abandoned for failure to timely file a proper reply to the Office Action mailed on July 3, 2001. The facts in the present matter are as follows:

- The above-identified application was filed on December
 1. The above-identified application was filed on December
 2, 1998. On July 3, 2001, an office action was received rejecting claims 1-19.
- 2. On November 5, 2001, examiner William Deane, Jr.

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conducted a telephonic examiner's interview with Applicant's representative, R. Anthony Diehl.

- 3. On November 6, 2001, a response to the outstanding office action was properly filed along with a petition for a 1 month extension of time under 37 C.F.R. § 1.136(a) and the proper fees by facsimile. (Copy Enclosed.)
- 4. Said office action response was filed along with a Certificate of Facsimile Transmission under 37 C.F.R. § 1.8(a) dated November 6, 2001 and signed by Applicant's representative, R. Anthony Diehl. (Copy Enclosed.)
- 5. Said office action response was also filed along with a Transmittal Sheet dated November 6, 2001, signed by Applicant's representative, R. Anthony Diehl. (Copy Enclosed.)
- 6. Enclosed is a redacted copy of the Facsimile Activity Report indicating that said office action response was properly facsimiled to telephone number 703-872-9314 as per instruction of said Office Action on November 6, 2001. (Copy Enclosed.) Said Facsimile Activity Report indicates that 20 pages were sent at 16:54 (Eastern

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Standard Time) and took 5'32 to complete. Said Facsimile Activity Report further indicates that the transmission of said office action response was completed.

7. Along with the filing of said office action response, Applicant's representatives entered into its docket reporting system docketing April 6, 2001 as the date of response to said office action. A copy of this docket sheet is enclosed.

Accordingly, applicant respectfully requests that the commissioner withdraw the Holding of Abandonment.

Applicant believes that no fee is involved with this request, however, if the Office deems that a fee is required, please charge such to Deposit Account No. 02-3285.

The examiner is invited to telephone the undersigned, applicant's attorney of record, to facilitate advancement of the present application.

Respectfully submitted,

Gene W. Lee

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By

Daniel J. Bourque, Esquire Registration No. 35,457 Attorney for Applicant(s)

BOURQUE & ASSOCIATES, P.A. 835 Hanover Street, Suite 301 Manchester, New Hampshire 03104

Telephone: (603) 623-5111 Facsimile: (603) 624-1432

Date: 10-3-05

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La ffices of Daniel J. Bour

*Short Format Calendar
Schedule for Call Handling
Case #: DAVOX-159XX
No Events with What = 'PHONE'

Day	When	Time	What	Who	Note	Status
Wed	12/02/98		PAT-FILE			Done
Tue	11/06/01		OA-RESP			Done
Wed	02/06/02		STATUSCK		Status check	Not done
Thu •	09/12/02		DEADLINE		file pet to withdraw holding	Not done

Number of Events: 4

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